

FREQUENTLY ASKED QUESTIONS

- **WHERE IS MY BADGE?**

- BEFORE ASKING THIS QUESTION YOU MUST KNOW WHEN THE APPLICANT'S LAST INTERVIEW WAS. KNOWING THE INTERVIEW DATE WILL ASSIST US IN LOCATING THE BADGE IF ALREADY GENERATED. IT COULD TAKE UP TO 30 DAYS TO PROCESS APPLICANT'S PAPERWORK.

- **I AM A DOD CIVILIAN AND I NEVER NEEDED A KAF FACILITY ACCESS CARD BEFORE. WHAT CHANGED?**

- NOTHING CHANGED, BUT KAF POLICIES HAVE COME IN LINE WITH ISAF POLICY REQUIRING ALL PERSONNEL TO BE BADGED FOR ACCESS TO ISAF INSTALLATIONS. WHILE MANY USFOR-A CIVILIANS ARE NOT ELIGIBLE FOR AN ISAF BADGE, THEY STILL NEED TO HAVE A KAF FACILITY ACCESS CARD TO SIMPLIFY IDENTIFICATION MEASURE FOR FP WHO ARE REQUIRED TO KNOW ALL AUTHORIZED BADGES. PRESENTLY THERE IS NOT AN UPDATED RECIPROCITY AGREEMENT BETWEEN ISAF AND USFOR-A.

- **I WENT TO THE BADGING OFFICE FOR MY KAF FAC AND THEY WONT TAKE A JPAS SUMMARY. WHAT DO I HAVE TO DO?**

- SIMPLE YOUR MILITARY SPONSOR SHOULD PROVIDE A LETTER TO VALIDATE YOUR CLEARANCE OR BACKGROUND CHECK. THIS CAN BE SIGNED BY AN OF-3 (MAJ) OR THE UNIT SECURITY MANAGER.

- **CAN I GET A VIP PASS?**

*- A "VIP BADGE" IS **ONLY** GIVEN TO A PERSON WITH A MISSION ESSENTIAL REASON. IF YOU THINK THIS IS YOU THEN BRING THE APPROPRIATE JUSTIFICATION TO THE THURSDAY WINDOW HOURS (IAW SOP 379)*

- **I DON'T HAVE MY PASSPORT FOR BADGING BECAUSE IT'S AT THE PAX TERMINAL. WHAT SHOULD I DO?**

- UPON ISSUE OF TEMP. BADGE, THE BADGING OFFICE AT KILO HANGER WILL PROVIDE A PHOTO COPY OF THE TAZKERA OR PASSPORT.

- **DO I REALLY HAVE TO SURRENDER A PASSPORT AT THE PAX TERMINAL?**

- YES, ISAF REQUIRES ALL PERSONS NEEDING ACCESS TO ISAF INSTALLATIONS TO HAVE A FORM OF ISAF OR FACILITY ACCESS IDENTIFICATION BEFORE ACCESS TO THE INSTALLATION IS GRANTED. IAW ISAF SOP 231 ISAF ACCESS POLICY EVERYONE NOT IN

MILITARY SERVICE MUST HAVE A SWAP OR OTHER TYPE OF TEMP BADGE WHILST AWAITING ISAF OR KAF BADGE.

- **WHY DOES IT TAKE APPROX. 30 DAYS TO GET A TCN/LEP BADGE?**

- RONCO MUST SCHEDULE AND PERFORM AN INTERVIEW ONCE THE PACKAGE IS PROCESSED. WE ENSURE YOUR BRF IS PROCESSED WITHIN 24HRS OF RECEIPT. IT MAY BE UP TO 2 WEEKS DEPENDING ON THE NUMBER OF PEOPLE WHO NEED RENEWAL OR INITIAL BADGES FROM WEEK TO WEEK. IF AN INDIVIDUAL NEEDS MORE TIME THEY COULD BE SCHEDULED FOR A FOLLOW UP UP TO 7 DAYS AFTER THEIR INITIAL INTERVIEW. ONCE THE INTERVIEW IS COMPLETE IT MAY BE UP TO 7 DAYS BEFORE WE ARE ABLE TO PROCESS THE COMPLETE PACKAGE AND TRANSFER IT TO THE PASS OFFICE. THEREFORE WE ASK THAT YOU EXPECT A 30 DAY WAIT, ALTHOUGH WE ENDEAVOR TO BE AS QUICK AS POSSIBLE WITH EVERYONES PACKAGE.

- **MY PRIVILEGES WERE DENIED AND I HAD THEM LAST TIME...WHY?**

- FORCE PROTECTION PERSONNEL ASSESS THE NEED FOR PRIVILEGES. THE MOST COMMON REASON FOR DENIED PRIVILEGES IS INADEQUATE JUSTIFICATION. FOR INSTANCE, A FORK LIFT DRIVER REQUESTING CELL PHONE PRIVILEGES MAY BE DENIED. PRIVILEGES LET INDIVIDUALS UTILIZE EQUIPMENT SUCH AS A LAPTOP OR CELL PHONE OUTSIDE OF THEIR WORK AREA. DRIVING PRIVILEGES ARE A SAFETY STANDARD EVEN IN THE WORK AREA, BUT CELL AND OTHERS TELL US YOU NEED THEM EVEN AT YOUR BILLET OR ON THE BOARDWALK. IF YOUR DUTIES DO NOT REQUIRE THAT PRIVILEGE THEN IT WILL MOST LIKELY BE DENIED. THE AR MUST ENSURE ADEQUATE JUSTIFICATION IS PROVIDED TO ENSURE PRIVILEGES ARE AUTHORIZED. CONSIDER SUBMITTING JUSTIFICATION TO KEEP A COMPANY PHONE IN A VEHICLE AS OPPOSED TO ISSUING IT FOR INDIVIDUAL USE. THIS ALLOWS YOU TO BETTER CONTROL THOSE PIECES OF COMPANY EQUIPMENT AND ASSISTS FP IN KEEPING THIS BASE SAFE.

- **I WORK IN AN OFFICE AND MY BOSS NEEDS ME TO HAVE CELL PHONE PRIVILEGES BECAUSE THAT IS OUR OFFICE PHONE. WHY WAS THIS DENIED?**

- WORKERS ARE AUTHORIZED TO USE ANY MISSION ESSENTIAL EQUIPMENT AS LONG AS THEY ARE IN THE **AREA OF WORK**. THE PRIVILEGE LETS THEM UTILIZE THE EQUIPMENT AT THEIR BILLETED LOCATION AND IF IT IS ONLY NEEDED IN THE PLACE OF WORK IT IS NOT REQUIRED TO BE A PRIVILEGE. COMKAF POLICY IS TO LIMIT THE NUMBER OF PERSONAL USE CELL PHONES AND MEDIA DEVICES AS A FORCE PROTECTION MEASURE (IAW SOP 379).

- **IF MY PRIVILEGE WAS DENIED AND MY BADGE IS PRINTED WHAT CAN I DO IF I ABSOLUTELY NEED THE PRIVILEGE?**

-THE AUTHORIZED REQUESTOR MUST SUBMIT A JUSTIFICATION LETTER TO THE KAFSO WINDOW ON THURSDAY AT 1500-1630. (IAW SOP 379).
- **I'M AN ESCORT/AUTHORIZED REQUESTOR. MY WORKERS BADGE WAS CONFISCATED 2 DAYS AGO. WHAT IS THE PROCESS FOR RECTIFYING THIS HORRIBLE SITUATION?**

- IMP WILL GENERATE A REPORT, THE REPORT THEN SENT TO KAFSO FOR APPROVAL/ DISAPPROVAL AND POSSIBLE BADGE DOWNGRADE. CONTACT KAFSO ON THE FOLLOWING THURSDAY FOR STATUS. THE KAFSO DECIDES WHETHER IT IS A 1ST OR 2ND OFFENSE AND WILL DECIDE ACTIONS TAKEN IAW COMKAF SOP 379. ONCE THIS OCCURS THE INDIVIDUAL MAY EITHER BE BANNED OR RETAINED ON A SWAP BADGE FOR THE DURATION OF SUSPENSIONS.
- **I GOT TO THE WINDOW AND AT ECP 3 AND THEY SAID THEY WERE DONE PROCESSING PACKAGES FOR THE DAY. THIS HAS HAPPENED 2-3 DAYS IN A ROW. I HAVE TO GET THESE RENEWAL OR INITIAL BADGES IN. WHAT CAN I DO?**

- SIMPLE, COME TO THE THURSDAY WINDOW HOURS AND EXPLAIN YOUR PREDICAMENT. KAFSO WILL CHECK THE DAILY NUMBERS AND DETERMINE IF WINDOW HOURS AT ECP 3 NEED TO BE EXTENDED FOR LARGE PROJECTS NEEDING BRF SUBMITTALS OVER A SMALL WINDOW.
- **OK CAN I JUST GET A COPY OF SOP 379?**

-YES AND NO. WE WON'T SEND IT OVER THE NET EVEN THOUGH IT IS UNCLASSIFIED, HOWEVER A .MIL OR .GOV ACCOUNT FROM ANY NATION CAN RECEIVE THE SOP IN ITS ENTIRETY. CONTACT COMKAF029@RCS.MS.ISAF.NATO.INT. OR ON NIPER AT COMKAF029@RCS.ISAF.NATO.INT. AND WE WILL SEND YOU THE SECTION YOU NEED. ALL ANNEXES YOU NEED ARE POSTED ON THE NIPR KANDAHAR AIRFIELD PAGE.

WE ARE ALWAYS TRYING TO IMPROVE FORCE PROTECTION. ANY AND ALL SUGGESTIONS SHOULD BE SUBMITTED TO THE EMAIL LISTED ON THE LAST QUESTION.